

PROFILE

- ✓ Highly experienced technical writer with more than 15+ years' experience, strong knowledge in implementation of software application; complex technical documentation.
- ✓ Strong written and verbal communication skills.

AREAS of SKILL & TECHNICAL EXPERTISE

- Ability to write in a clear and concise manner and able to convey information appropriately for a variety of audiences.
- Excellent communication skills – easily partners with and interacts with departmental staff and subject matter experts and stakeholders, to determine specific application needs as they relate to methods and procedures.
- Highly proficient with Confluence, GitHub/Wiki, Salesforce CRM/Knowledge Base, Adobe Acrobat, Captivate, Madcap Flare, Servicenow, Microsoft Suite, Microsoft SharePoint, Microsoft Design, Snagit, XML editors, HTML, IssueTrak, Jira, RoboHelp, Agile tools (Smartsheet, Rally, Digital agility), CRM, OSS/BSS, Avaya, Azure Dev/Ops/Boards, Broadband Billing Systems (CSG/ICOMS).

EMPLOYMENT HISTORY

Optum February 2022 to April 2022
Technical Writer

- Create high level documentation for an industry leading healthcare company for over 1,600 internal and external customers, utilizing GitHub/Wiki authoring tool. Providing clear understanding and knowledge of the applications and processes.

FedEx Corporation January 2021 to February 2022
Technical Writer – Consultant

- Lead technical writer, supporting a large scope project for the Knowledge Management System conversion, supporting the migration of articles into Salesforce Knowledge Community on Service Cloud.
- Edit and update complex technical documentation into clear and concise documentation, creating over 700 Salesforce articles, improving customer experience, making information more current, searchable, and easier to understand for today's workforce.
- Using the agile methodology to manage and present project status and milestones to business stakeholders and managers, successfully implementing 100% of Salesforce migration within project timelines.

State of Colorado - Government Office of Information Technology October 2019 to January 2021
Lead Technical Writer - Consultant

- Instrumental in creating, updating, and maintaining operational documentation for processes, workflows, standard operating procedures, and diagrams for infrastructure operations and application data flow, meeting 100% support requirements.
- Develop and maintain team workspace in Confluence collaboration tool, creating document standardization, maintaining a powerful method for organizing and retrieving documents, resulting in improved organization of client information.
- Worked with business stakeholders (Network, Server, Cloud, and Data Center), creating, and updating existing documents regarding order, clarity, and terminology, resulting in accurate and up to date documents, improving organizational audit compliance policy standards.

Sherry Scott
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Empower (Great-West) – Denver, CO

January 2019 October 2019

Systems Analyst – Technical Writer - Consultant

- Managed the successful migration of SharePoint data of over 1,400 documents to Salesforce Knowledge for a large financial services firm, minimizing disruption to daily business operations.
- Created and directed well defined project plan – present project status and milestones to business stakeholders and managers, successfully implementing 100% of Salesforce migration within project timelines.
- Collaborate with stakeholder's business systems planning and process, evaluate requirements, eliminating inefficiencies, improving business process and procedures.
- Supervised SME's, achieving content update of over 1,400 articles in Salesforce/XML, improving data consistency across systems, processes, and organization.

Bullhorn – Corporate

May 2018 to

November 2018

Technical Writer Salesforce – Consultant

- Develop clear and concise customer facing knowledgebase articles for Salesforce recruiting software platform, aid in the development of a new acquisition Salesforce environment.
- Created and migrated over 200 documents to Salesforce for internal employees and external customers, promoting 60% increase in self-service performance and search capabilities.
- Effectively collaborate between SME, leadership and project teams using Agile methodology, continuously meeting 100% sprint on-time documentation/quick reference guide delivery.

Level 3 Communications, now CenturyLink, Lone Tree, CO

April 2017 to April 2018

Lead Technical Writer / Systems Analyst - Consultant

- Design and create highly visible documentation and SOPs, as many as 120 reference guides: specifically, Adaptive Service and Resource Inventory for Operations Support Systems (OSS) Network Planning and Service fulfillment, achieving 98% deliverables of uncompromising levels of quality documents.
- Create step-by-step procedures and processes for new and existing infrastructure and network capacity, working with architects, design engineers, field engineers, and SMEs, achieving functional business best practices.
- Promoted to business system analyst, collaborating with stakeholders, management, and programmers to determined operational objectives by studying business functions; understand business needs, evaluate system requirements, effectively identifying and correcting gaps, and inefficiencies.

BBG, Inc. – Denver, CO

November 2016 to February 2017

Lead Technical Writer - Consultant

- Identify the business needs of the end users for technical documentation for a national commercial real-estate valuation and assessment company, producing reference document and training manual for multifamily commercial property assessment, boosting appraisal on-time delivery to 85%.
- Develop supporting documents; job aids, training advisories; producing easy to understand complex and technical information.

Time Warner Cable / Charter – Corporate

September 2015 to July 2016

Training Analyst / Trainer – Consultant

- Plan and execute training solutions in support of new alarm center application for alarm processing (IntelligentHome), enhancing workforce capability and skills aligned with business goals.
- Author and organize training procedural manuals, supporting documentation for training programs in accordance with instructional design requirements, reducing attrition by 71%.
- Conduct needs analysis, communicating ideas and information, ensuring conformity with mission training objectives.
- Delivered 4-week new hire training class of 25 alarm agents on Matrix Monitoring System, reducing new hire employee turnover by 73%, boosting SLA to 91%.

Cox Communications – Corporate

January 2015 to June 2015

Training Specialist - Consultant

- Deliver company-wide training on Salesforce; Telecom Operations and Management Solution (ATLAS); Operations Support Systems OSS/BSS to sales support, order management and construction and design engineering personnel, enhancing end user skills and confidence in successfully integrating to a new system.
- Review and modify lesson plans to conform to new application software procedures, test training database, conduct training rehearsals in preparation for training implementation and validate and verify materials prior to training; achieving consistent successful outcomes for end users.

Time Warner Cable • Corporate

March 2012 to December 2014

Training Project Manager - Consultant

- Directed multiple training projects — align projects to business goals, identifying key stakeholders, managing deliverables, and communicate project status and milestones for WiFi (mobile services), alarm monitoring and telecom wireless products, successfully implementing all projects within project timelines.
- Interact with project managers to verify 100 percent accuracy of training materials and assist in the rollout of new products and application software.
- Assess training needs, evaluate, and make recommendations on training design and methodology, improving efficiency and consistency in customer service.
- Spearheaded process performance evaluation, support help desk team to analyze defect trending for improved performance and proactive identification of defects, improving customer service by 60%.

Kaiser Permanente • Denver, CO

November 2010 to March 2012

Technical Writer – Consultant

- Develop training documentation for new application software; Health Plan Customer Handling and Tracking system (CHATS) for client benefits and eligibility, billing, and claims, advancing employee efficiency and productivity.
- Provide train-the-trainer to all trainers, ensure trainers with access to all resources necessary to provide exceptional training to new and existing customer service representatives.

Time Warner Cable • Denver, CO

June 2009 to November 2010

Training Coordinator/ Technical Writer - Consultant

- Design and develop training documentation and SOPs for existing cable warehouse personnel for equipment Inventory, improving and increasing diagnostics on equipment performance.
- Develop, manage, and deliver training to sales representatives; introducing 3G/4G Mobile Network product and device knowledge, billing system (CSG; ACSR, Convergys; ICOMS), Agent Advanced Desktop application and Salesforce for Wireless order entry, improving customer care support.

Kaiser Permanente • Denver, CO

March 2009 to June 2009

Training Instructor – Consultant

- Deliver 4-week new hire training classes of 25 participants each with a total of 325 account administrative representatives on CRM common membership integrated workflow, slashing employee turnover rate by 80%.
- Develop training materials for new hire classes; application software solutions; MACESS, Common Membership mainframe, Avaya, and KANA, creating greater customer care service achievement.

Affiliated Computer Services (ACS) • Nation-wide

October 2008 to January 2009

Systems Analyst / Trainer - Consultant

- Lead cross-functional teams on the delivery and support of government and public-sector software, Lagan 311 (CRM/ECM) KANA software, a high-performance solution, meeting customer satisfaction of 311 call centers.
- Configured pre-defined workflows, electronic forms, and scripts ensuring effective routing and consistent call taking operations.

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Time Warner Cable • Nation-wide

January 2006 – July 2008

Technical Writer / Trainer - Consultant

- Analyze and defined business processes and procedures, design and develop SOPs, training documentation and job aids companywide on Conceptwave's Order Care and Order Management (OM) solution (OSS/BSS), successfully capturing and provisioning digital phone service, ensuring consistent end-to-end business fulfilment processes.
- Oversee, manage, and deliver training to over 1,000 provisioning and acceptance personnel, technical support, and dispatch on OM, Concept wave's provisioning platform, boosting efficiency in handling exceptions and notifications by 70%.
- In preparation for training, performed XML injection testing (editing) to set up training database, debug complex XML errors and validate data, ensuring successful end user training and fallout examples.

EDUCATION

Community College of Aurora; Aurora, Colorado - Continuing

Working towards Technical Writing and eLearning Certifications, and Salesforce Administration Certification.